

Annual Statistical Overview – Complaints Against Police Employees

	2011	2010	2009	2008	Note
Total Internal Investigations	105	79	96	79	a
Sustained Complaints (All)	78**	47	71	64	b
Formal Citizen Complaints	31	28	31	20	c
Sustained - Conduct Toward Citizens, etc.	4	4	3	5	d
Police Calls for Service	50,489	51,182	52,778	55,935	e
Criminal Arrests Made	5511	6200	7021	7255	f

Footnotes:

** - some 2011 cases not complete yet.

a - **Total Investigations** includes all formal investigations and inquiries into the conduct of Police employees, both sworn and non-sworn, and does not include the routine review of the use of force unless a complaint of excessive force is made.

b - **Sustained Complaints (All)** reflects findings of policy violations, not necessarily the original allegations in the case.

c - **Formal Citizen Complaints** reflects the number of complaints brought from persons or groups outside the Police Department.

d - **Sustained - Conduct Toward Citizens, etc.** includes allegations of rudeness, lack of courtesy or treatment of others, excessive force, biased policing, and harassment.

e - **Police Calls for Service** reflects the total number of calls where officers responded.

f - **Criminal Arrests Made** includes adults arrested and juveniles charged with crimes.

For additional information, please contact the Internal Investigations Unit at 703-746-6767.

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